

PATENT NUMBER

5

## U.S. UTILITY Patent Application

SCANNED <i>RI</i>	O.I.P.E. <i>ae</i>	PATENT DATE <i>ne</i>
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APPLICATION NO.	CONT/PRI	CLASS	SUBCLASS	ART UNIT	EXAMINER
09/578723	D	107	10	2163 2771	<i>Handwritten</i>

APPLICANTS

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379 265-13 2642 P. 12E

TITLE

Method to identify and categorize customer's goals and behaviors within a customer service center environment

PTO-2040  
12/99

## ISSUING CLASSIFICATION

ORIGINAL		CROSS REFERENCE(S)					
CLASS	SUBCLASS	CLASS	SUBCLASS (ONE SUBCLASS PER BLOCK)				
INTERNATIONAL CLASSIFICATION							

Continued on Issue Slip Inside File Jacket

<input type="checkbox"/> <b>TERMINAL DISCLAIMER</b>	<b>DRAWINGS</b>			<b>CLAIMS ALLOWED</b>	
	Sheets Drwg.	Figs. Drwg.	Print Fig.	Total Claims	Print Claim for O.G.
				<b>NOTICE OF ALLOWANCE MAILED</b>	
<input type="checkbox"/> The term of this patent subsequent to _____ (date) has been disclaimed.	(Assistant Examiner) _____ (Date) _____			<b>ISSUE FEE</b>	
<input type="checkbox"/> The term of this patent shall not extend beyond the expiration date of U.S. Patent. No. _____				Amount Due	Date Paid
<input type="checkbox"/> The terminal _____ months of this patent have been disclaimed.	(Primary Examiner) _____ (Date) _____			<b>ISSUE BATCH NUMBER</b>	
	(Legal Instruments Examiner) _____ (Date) _____				

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